





Life Assurance Sector Report

For The Nine Months Ended 30 September 2023



Disclaimer

- i. This Report, including enclosures and attachments, has been prepared by the Insurance and Pensions Commission (IPEC) solely for informative purposes to the insurance sector stakeholders, and may not be reproduced, redistributed, communicated to a third party, or relied upon by any other person for any other purpose without the Commission's prior written consent.
- ii. The Commission does not accept any liability, if this report is used for any other purposes other than the above-mentioned intended purpose.
- iii. This report relates to Life Assurance and Reassurance business written by Life Assurers and Reassurers.
- iv. These statistics are based on the International Financial Reporting Standards (IFRS) 17 insurance contracts which became effective January 2023. However, for the local insurance industry a moratorium was given for Q1 and Q2 returns. Q1 and Q2 returns, and subsequent reports were based on IFRS 4. As a result, the current statistics for the third quarter ending 30 September 2023 were not compared to prior periods.
- v. Please Note: All Monetary Figures are in ZW\$ except stated otherwise.
- vi. All ZW\$ amounts are expressed in nominal terms, except where specifically stated to be in real terms.
- vii. Income statement figures were adjusted using year- on -year inflation of 18.4% reported for September 2023. Source: https://www.rbz.co.zw/index.php/research/markets/inflation



| Abb | reviations | 5 |
|-----|--|----|
| SEC | TION A | 6 |
| 1. | Executive Summary | 6 |
| SEC | TION B | 10 |
| 2 | The Insurance and Pensions Commission at a Glance | 10 |
| 3 | Terms of Reference | 10 |
| 4 | Regulatory Developments | 11 |
| SEC | TION C | 15 |
| 5 | Domestic Macro-Prudential Analysis | 15 |
| SEC | TION D | 18 |
| 6 | Life Assurance Sector Architecture | 18 |
| 7 | Performance in Terms of Insurance Revenue | 19 |
| 8 | Breakdown of Insurance Revenue by Product | 20 |
| 9 | Breakdown of Insurance Revenue by Contract Type | 22 |
| 10 | Business Composition for Life Assurers | 23 |
| 11 | Reassurance | 24 |
| 12 | Market Share | 24 |
| 13 | Asset Quality | 26 |
| 14 | Earnings | 27 |
| 17 | Capitalisation | 30 |
| 18 | Prescribed Assets | 30 |
| SEC | TION E | 32 |
| 20 | Nature of the Reassurance Business | 32 |
| 21 | Performance in terms of Reassurance Revenue | 32 |
| 22 | Asset Quality | 33 |
| 23 | Earnings | 33 |
| 24 | Market Share | 34 |
| 25 | Capitalisation | 35 |
| 26 | Prescribed Assets | 36 |
| 27 | US\$ Business Revenue for Reassurers | 36 |
| SEC | TION F | 38 |
| 28 | Complaints | 38 |
| 30 | Conclusion | 39 |
| | ENDIX A1. STATEMENT OF COMPREHENSIVE | |
| | OME FOR LIFE ASSURERS FOR THE NINE MONTHS | |
| END | DED 30 SEP 2023 - ZW\$ Million | 41 |
| APP | ENDIX A2. STATEMENT OF FINANCIAL | |
| POS | ITION FOR LIFE ASSURERS AS AT 30 SEP 2023 - ZW\$ Million | 44 |
| | | |
| | endix a4. Statement of financial position | |
| FOR | LIFE REASSURERS AS AT 30 SEP 2023 - ZW\$ Million | 50 |



List of Tables

| Table 1: Summary of Key Financial Indicators for Life Assurers | 8 |
|--|----|
| Table 2: Summary of Key Financial Indicators for Life Reassurers | 9 |
| Table 3: Statutory Instruments and Circulars issued in 2023 | 11 |
| Table 4: Insurance Revenue per Company (ZW\$ Million) | 19 |
| Table 5: Distribution of Insurance Revenue by Product Line per company | 21 |
| Table 6: Not Taken Up Policies | 28 |
| Table 7: Lapse Ratios for the Third Quarter Ended 30 September 2023 | 29 |
| Table 8: Prescribed Assets Ratios for Reassurance Players | 36 |
| Table of Figures | |
| Figure 1: Month on Month Weighted Inflation Rate | 16 |
| Figure 2: Market Capitalisation | 17 |
| Figure 3: Distribution of Insurance Revenue by Product Line | 20 |
| Figure 4: Breakdown of Insurance Revenue by Contract Type | 22 |
| Figure 5: Business Composition for Life Assurers | 23 |
| Figure 6: Market Share in Terms of Insurance Revenue | 25 |
| Figure 7: Market Share by Assets | 25 |
| Figure 8: Assets Breakdown as at 30 September 2023 | 26 |
| Figure 9: Composition of Income for Life Companies | 27 |
| Figure 10: Market Share by US\$ Insurance Revenue | 31 |
| Figure 11: Life Reassurers' Total Assets | 33 |
| Figure 12: Market Share by Reassurance Revenue | 34 |
| Figure 13: Market Share Distribution in Terms of Total Assets | 35 |
| Figure 14: Breakdown of complaints by entity | 39 |



Abbreviations

IPEC Insurance and Pensions Commission

IFRS 17 International Financial Reporting Standards (IFRS) 17

GPW Gross Premium Written

MCR Minimum Capital Requirements

PA Prescribed Assets as defined by the Insurance Act (Chapter 24:07)

S.I Statutory Instrument

TCF Treating Customers Fairly

ZICARP Zimbabwe Integrated Capital and Risk Programme

PAA Premium Allocation Approach

VFA Variable Fee Aproach

GMM General Measurement Method





1. Executive Summary

- 1.1 The Life Assurance Sector was made up of 12 direct Life Assurance companies, four(4) Life Reassurance companies and 1,356 life agents.
- 1.2 This report is based on 11 out of the 12 direct Life Assurers, and 3 out of 4 Reassurers. Heritage Life Assurance and ZEP Reinsurance Companies failed to submit returns for Q3/2023.
- 1.3 During the period under review, direct Life Assurers reported Insurance Revenue amounting to ZW\$281 billion. Recurring business constituted 95% of the Insurance Revenue for the Life Assurance Sector with only 5% attributable to new business.
- 1.4 Two products namely Funeral Assurance and Group Life Assurance remain the revenue drivers for the life sector.
- 1.5 Direct life assurers reported foreign currency business amounting to US\$32.1 million. Funeral assurance business was the major contributor with Nyaradzo Life Assurance Company writing 43% of the foreign currency business.
- 1.6 All the 11 Life Assurance companies and three (3) Life Reassurance companies, which submitted their returns reported capital positions that were compliant with the prescribed Minimum Capital Requirements (MCR) of ZW\$75 million and ZW\$112.5



million under SI 95 of 2017, respectively, as at 30 September 2023. Gazetting of the new minimum capital requirements are at an advanced stage and all industry players are expected to assess their current capital positions against the envisaged new requirements to ensure compliance once these are published as law. Further, industry should continue to measure their capital position against the risk-based solvency regime under the ZICARP framework.

- 1.7 Direct Life Assurers reported a 20% nominal growth in total assets from ZW\$2.3 trillion as at 30 June 2023 to ZW\$2.7 trillion as at 30 September 2023. Growth in assets was mainly driven by revaluation gains from investment properties.
- 1.8 Life Reassurers reported assets amounting to ZW\$41.4 billion as at 30 September 2023. Investment property was the major asset class constituting 52% of the sector assets.
- 1.9 The average prescribed assets compliance ratio for Life Assurers and Life Reassurers stood at 9.33% and 3.25% as at 30 September 2023, respectively. For the Life Assurance sector, it was an improvement from the 8.24% compliance level reported in September 2022 while for the Reassurers, it was a decline from the 8.3% compliance level on the same date. Only four direct Life Assurers and one Life Reassurers were compliant with the minimum prescribed threshold of 15% as at 30 September 2023.
- 1.10 Life Assurers reported nominal profit before tax amounting to ZW\$963 billion which translated to ZW\$805 billion inflation adjusted for the period under review.
- 1.11 Life Reassurers reported nominal profit before tax amounting to ZW\$32 billion which translated to ZW\$27 billion inflation adjusted for the period under review.
- 1.12 Table 1 and 2 below highlight the key financial indicators for the life assurance and reassurance companies.



Table 1: Summary of Key Financial Indicators for Life Assurers

| KPI - ZW\$ Million | September-22 | September-23 | September 23 Inflation Adjusted |
|----------------------------|--------------|--------------|------------------------------------|
| Insurance Revenue | | 000 0 47 | 007.010 |
| | | 280,867 | 237,219 |
| Insurance service result | | 62,817 | 53,055 |
| Insurance service | | | |
| expenses | | 213,655 | 180,451 |
| Net investment result | | | |
| | | 1,200,842 | 1,014,225 |
| Profit (Loss) before tax | | 0.42.000 | 005 100 |
| | | 963,208 | 805,190 |
| Patio Analysis | | | |
| Ratio Analysis | 4.407 | 1.707 | |
| Expense Ratio | 44% | 17% | |
| Claims Ratio | 35% | 59% | |
| Combined Ratio | 79% | 76% | |
| Reassurance Ratio | 2.64% | 2% | |
| Lapse Ratio | 11.27% | 12% | |
| | June-23 | September-23 | Change |
| Total Assets | 0.050.015.40 | 0.710.050 | 2007 |
| Total Liabilities | 2,259,915.49 | 2,712,252 | 20% |
| Total Liabililes | 1,081,461.29 | 1,365,174 | 26% |
| Shareholders' Equity | 1,001,701.27 | 1,000,174 | 20/0 |
| | 1,178,454.20 | 1,347,079 | 14% |
| Capital to Liability Ratio | 108.97% | 98.67% | -9% |
| Prescribed Asset Ratio | 9.27% | 9.33% | 1% |



Table 2: Summary of Key Financial Indicators for Life Reassurers

| KPI - ZW\$ Million | Sept-23 | Sept 23 Inflation Adjusted |
|----------------------------|--------------|-------------------------------|
| Insurance Revenue | 8,550 | 7,222 |
| Insurance service result | 0,330 | 7,222 |
| | 1,688 | 1,426 |
| Insurance service expenses | 5 700 | 4.007 |
| N. 1. 1. 1. 1. | 5,798 | 4,897 |
| Net investment result | 31,065 | 26,237 |
| | | |
| Profit (Loss) before tax | | |
| | 31,974 | 27,005 |
| | | |
| Ratio Analysis | | |
| Expense Ratio | 33% | |
| Claims Ratio | 35% | |
| Combined Ratio | 68% | |
| | | |
| | September-23 | |
| Total Assets | 41,411 | |
| Total Liabilities | 2,331 | |
| Shareholders' Equity | 39,081 | |
| Capital to Liability Ratio | 1676.84% | |
| Prescribed Asset Ratio | 3.25% | |





2 The Insurance and Pensions Commission at a Glance

- 2.1 The Insurance and Pensions Commission (IPEC) is a Statutory Body mandated to regulate, supervise, and develop the insurance and pensions industry, for the protection of policyholders and pension scheme members in Zimbabwe.
- 2.2 This report outlines industry developments and some of IPEC's supervisory activities in the life insurance sector, consistent with its statutory mandate for the half-year period.

3 Terms of Reference

- 3.1 The activities of the Commission are guided by the following Acts and their regulations:
- Insurance and Pensions Commission Act [Chapter 24:21]
- Pensions and Provident Fund Act [Chapter 24:32]
- Insurance Act [Chapter 24:07]
- Money Laundering and Proceeds of Crime Act [Chapter 09:24]



- Finance Act [Chapter 23:04]
- Public Entities and Corporate Governance Act [Chapter 10:31]
- Public Finance Management Act [Chapter 22:19] and
- Public Procurement and Disposal of Public Assets Act [Chapter 22:23]

4 Regulatory Developments

4.1 Circulars and Statutory Instruments

The Commission issued Statutory Instruments and Circulars to the Insurance Industry during 2023 as shown below.

Table 3: Statutory Instruments and Circulars issued in 2023

| Statutory Instrument | Date Gazetted | Purpose |
|-----------------------------|------------------------------------|--|
| (S.I) | | |
| S.I. 103 of 2023 | 09/06/2023 | Insurance and Pensions Commission (Levy) Regulations, 2023 – New US\$-Indexed Levies. |
| S.I. 104 of 2023 | 09/06/2023 | Insurance (Amendment) Regulations, 2023 (No. 26) – New US\$-Indexed Fees. |
| | | The state of the s |
| Circular | Date of Issue | Purpose |
| Circular Circular 3 of 2023 | Date of Issue 15/02/2023 | Purpose Request for information on registered agents. |



| Circular 9 of 2023 | 09/03/2023 | Quarterly returns additional reporting requirements – submission of a US\$ return, absolute ZW\$ return and a combination of the two returns denominated in ZW\$. |
|---------------------|------------|---|
| Circular 11 of 2023 | 16/03/2023 | Guideline for Regulation of Offshore Investments. |
| Circular 13 of 2023 | 16/05/2023 | IFRS 17 Quarterly Return Template. |
| Circular 17 of 2023 | 29/06/2023 | Replacement of Circular 6 of 2016 on the Product Approval Framework and Premium Review |
| | | Process. |
| Circular 18 of 2023 | 14/06/2023 | Notification of Publication of the Insurance and Pensions (Levy) Regulations, 2023 and Insurance (Amendment) Regulations, 2023. |
| Circular 19 of 2023 | 23/06/2023 | IFRS 17 Dry Run Financials as at 31 December 2022. |
| Circular 20 of 2023 | 27/06/2023 | Separation of Pensions and Life Business. |



| Circular 21 of 2023 | 04/07/2023 | Office of the President and Cabinet: Invitation For Investors To Attend The Mashonaland East Province Inaugural Investment Indaba and Business Expo Wednesday 12 July 2023 |
|---------------------|------------|---|
| Circular 22 of 2023 | 17/07/2023 | Invitation To The Insurance Regulators' Retreat For Africa - 04 to 09 September 2023 |
| Circular 23 of 2023 | 18/07/2023 | Guidance Note Pursuant to Circular 18 of 2023 |
| Circular 24 of 2023 | 19/08/2023 | Anti-money Laundering, Combating Financing of Terrorism And Countering Proliferation Financing Industry Guideline |
| Circular 25 of 2023 | 12/08/2023 | Operationalisation Of The No Premium No Cover |
| Circular 26 of 2023 | 01/09/2023 | Cyber Security and Data Protection Framework |



4.2 **IFRS 17**

- 4.2.1 The International Financial Reporting Standards (IFRS) 17 insurance contracts became effective in January 2023.
- 4.2.2 However, for the local insurance industry a moratorium was given for Q1 and Q2 returns. Q1 and Q2 returns were based on IFRS 4.
- 4.2.3 As a result, the current statistics for the third quarter ending 30 September 2023 were not comparable to prior periods except in a few cases where there is no material differences between the two standards.



5 Domestic Macro-Prudential Analysis

- 5.1 During the period under review, the economy continued to recover from various macro-economic challenges resulting in improved performance during the third quarter of 2023.
- 5.2 The government implemented bold policy interventions to address transitory price and exchange rate volatility and as a result, the financial sector has begun to experience stability.
- 5.3 The sector is expected to grow at a 6.1% annual rate in 2023. Some of the key economic indicators' trends are analyzed as follows:

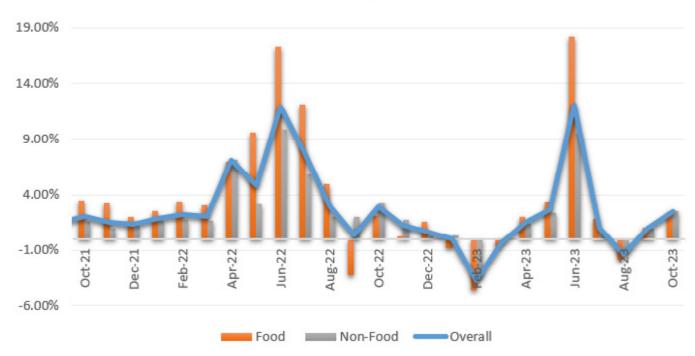
Inflation Developments

- 5.4 Weighted annual inflation during the period under review was on a downward trend to close at the annual rate of 100.95% in September 2023 while month-on-month closed at 1%.
- 5.5 The chart below shows the monthly inflation rate trend from Oct 2021 to October 2023.



Figure 1: Month on Month Weighted Inflation Rate

Month on Month Weighted Inflation Rate



Source: RBZ

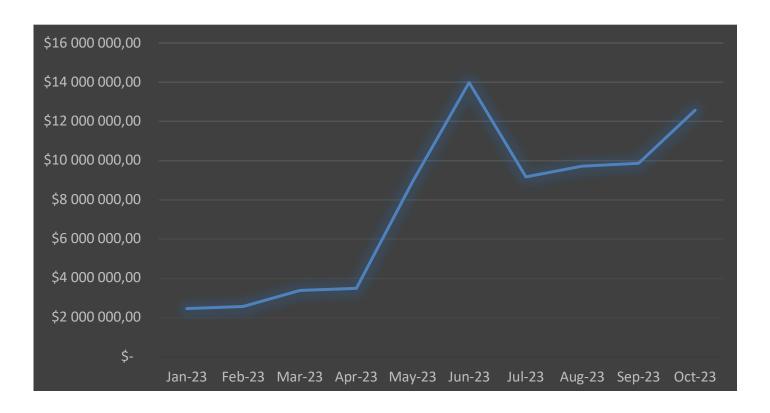
Exchange Rate Developments

5.6 The ZW\$ generally appreciated against the US Dollar during the third quarter of 2023. During the quarter, the ZW\$ opened at ZW\$5466.75 to USD and it closed at ZW\$5769.23.

Zimbabwe Stock Exchange Development

- 5.7 The capital market registered an increase of 347% in equity turnover to ZW\$5.77 billion cumulatively by the end of Q3 2023 from ZW\$1.29 billion recorded in Q2 2023.
- 5.8 Market capitalization experienced a decrease of 29.6% to ZW\$ 9.87 trillion in Q3 2023 compared to ZW\$ 13.99 trillion in Q2 2023.

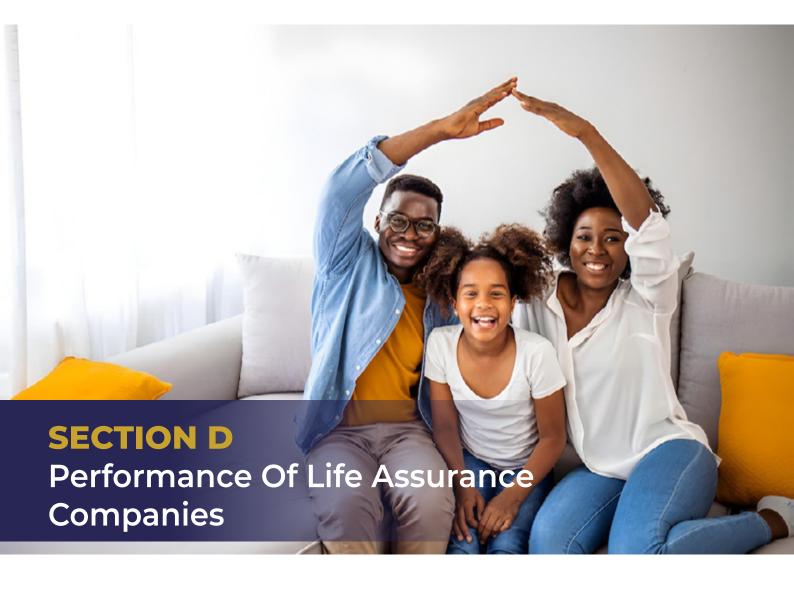
Figure 2: Market Capitalisation



Victoria Falls Stock Exchange

- 5.9 During the period under review, the Victoria Falls Stock Exchange (VFEX) registered a decrease of 78% in equity turnover from US\$780 thousand cumulatively by the end of Q4 2023 to US\$172 thousand recorded in Q3 2023.
- 5.10 Market capitalization experienced a decrease of 0.8% to US\$1.7 million in Q3 2023 compared to US\$ 1.29 million in Q2 2023.





6 Life Assurance Sector Architecture

- 6.1 As at 30 September 2023, the registered Life Assurance companies remained at 12. However, one life company downgraded its licence to a micro-insurer and is in the process of transferring its life portfolio.
- 6.2 This report is based on 11 out of the 12 direct Life Assurers, Heritage Life Assurance failed to submit their returns for Q3/2023.
- 6.3 Life Assurers had 1,356 agents comprising both corporate and individual life agents, this was an increase from 1,348 reported as at 30 September 2022. The increase in the number of agents was due to new registrations.



7 Performance in Terms of Insurance Revenue

- 7.1 Insurance Revenue are earned premiums that were realised for the period January to September 2023. This is a departure from IFRS 4 where performance was assessed based on gross premium written which consisted of earned and unearned premiums.
- 7.2 During the reporting period, direct Life Assurers reported Insurance Revenue amounting to ZW\$281 billion, which translates to ZW\$237 billion inflation adjusted.
- 7.3 The two main products driving insurance revenue were the Funeral Assurance and Group Life Assurance business, which constituted 92% of the total revenue.
- 7.4 The table below shows the Insurance Revenue per company.

Table 4: Insurance Revenue per Company (ZW\$ Million)

| Name of Company | Sept 2023-Nominal | Sept 2023-Inflation Adjusted |
|-------------------|-------------------|---------------------------------|
| CBZ Life | 3,972.66 | 3,355.29 |
| Doves Life | 24,938.35 | 21,062.80 |
| Econet Life | 17,090.34 | 14,434.41 |
| Evolution Life | 717.14 | 605.69 |
| Fidelity Life | 2,443.87 | 2,064.08 |
| First Mutual Life | 22,910.65 | 19,350.21 |
| Nhaka Life | 1,293.68 | 1,092.63 |
| Nyaradzo Life | 152,585.75 | 128,873.10 |
| Old Mutual Life | 18,156.92 | 15,335.24 |
| ZB Life | 12,678.30 | 10,708.03 |
| Zimnat Life | 24,079.34 | 20,337.28 |
| Total | 280,867.00 | 237,218.75 |



7.5 The table above shows that Nyaradzo Life is leading in terms of insurance revenue which is mainly driven by dominance of funeral business.

8 Breakdown of Insurance Revenue by Product

8.1 The figure below shows the distribution of Insurance Revenue by product line, and table 5 indicates distribution of Insurance Revenue by product line per company.

Figure 3: Distribution of Insurance Revenue by Product Line

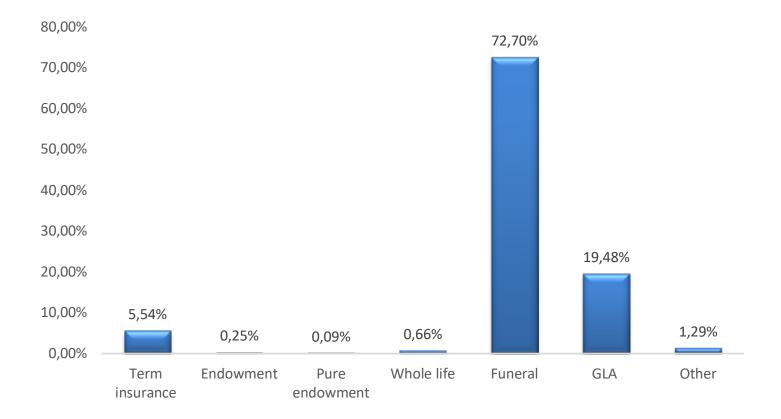




Table 5: Distribution of Insurance Revenue by Product Line per company

| Insurance Revenue by Product - ZW\$ Million | Term insurance | Endowment | Pure endowment | Whole life | Funeral | GLA | Other | Total |
|--|----------------|-----------|-------------------|---------------|---------|--------|-------|---------|
| CBZ Life | 679 | 0 | - | 0 | 726 | 2,567 | - | 3,973 |
| Doves Life | - | - | - | - | 24,938 | - | - | 24,938 |
| Econet Life | - | - | - | - | 16,171 | 825 | 94 | 17,090 |
| Evolution Life | - | - | - | 0 | 717 | - | - | 717 |
| Fidelity Life | - | 205 | - | - | 199 | 2,039 | - | 2,444 |
| First Mutual Life | 12,177 | - | - | - | - | 7,683 | 3,051 | 22,911 |
| Nhaka Life | 411 | - | - | - | 637 | 126 | 121 | 1,294 |
| Nyaradzo Life | - | - | - | - | 152,586 | - | - | 152,586 |
| Old Mutual Life | 393 | 91 | - | - | 2,330 | 15,342 | - | 18,157 |
| ZB Life | 183 | 388 | 255 | - 71 | 300 | 11,277 | 345 | 12,678 |
| Zimnat Life | 1,710 | 27 | - | 1,921 | 5,576 | 14,845 | - | 24,079 |
| Total | 15,554 | 712 | 255 | 1,850 | 204,181 | 54,705 | 3,611 | 280,867 |

- 8.2 In terms of business composition, 73% of the total Insurance Revenue was generated from the Funeral Assurance business, which has become the backbone of the life insurance sector.
- 8.3 Traditional life insurance products, which include term assurance, endowment policies, pure endowment and whole life, accounted for only 8% of business written by Life Assurers, majority of which are legacy products.
- 8.4 Life companies are reluctant to issue long term products on the premise that, pricing of such products in the absence of yield curves and discount rates may not yield positive results.
- 8.5 On the other hand, policyholders continue to lose interest in long term products due to uncertainties in the market.
- 8.6 Long-term savings products remain key in mobilising funds for long-term investments, which is critical for financing national projects, including infrastructure development in the country.

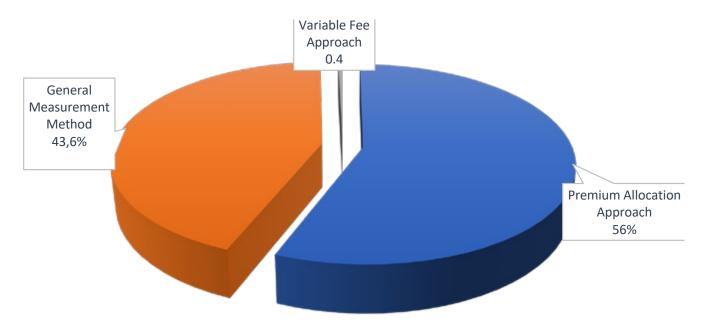


8.7 The Commission will continue to work with the industry together with Government to ensure that the operating environment is conducive for the uptake of long term products.

9 Breakdown of Insurance Revenue by Contract Type

- 9.1 Under IFRS 17, insurance revenue is classified under Premium Allocation Approach (PAA), General Measurement Method (GMM) and Variable Fee Approach (VFA).
- 9.2 PAA is for short term contracts, GMM is for long term contracts and VFA for contracts with direct participation features.
- 9.3 The figure below shows the distribution of Insurance Revenue by Contract Type.

Figure 4: Breakdown of Insurance Revenue by Contract Type



- 9.4 The figure above shows that Insurance Revenue is dominated by PAA contracts with 56%, followed by GMM contracts with 43.6% and VFA contracts accounting for only 0.4%.
- 9.5 The life sector is expected to have more of their revenue under GMM, due to the long



- term nature of their business. However, the current industry dynamics show a greater proportion of the revenue being reported under the PAA model since the Life Sector is mainly writing funeral and GLA products which are short term in nature.
- 9.6 The Commission reminds the industry of the Funeral Directive where policies that have been in force for three consecutive years are deemed long term, therefore breakdown of insurance revenue by contract type is expected to take into account this requirement.
- 9.7 The industry is also urged to be innovate and come up with products which are long term in nature, which can be classified under GMM.
- 9.8 GMM is the default approach for life companies though VFA forms part of their business where some life companies issue products with participating features like unit-linked, variable annuities and equity index-linked contracts.

10 Business Composition for Life Assurers

10.1 The figure below shows the distribution of business by source.

Figure 5: Business Composition for Life Assurers





10.2 Uptake of insurance products continues to be depressed as noted by the distribution of business with recurring business contributing 95% of the Insurance Revenue, with only 5% attributable to new business. There is need for industry to embrace changes in technology, foster innovation, focus more on customer experience and embrace diversity. The Commission is ready to support innovation which promotes the uptake of long term products in the efforts to restore confidence within the sector.

11 Reassurance

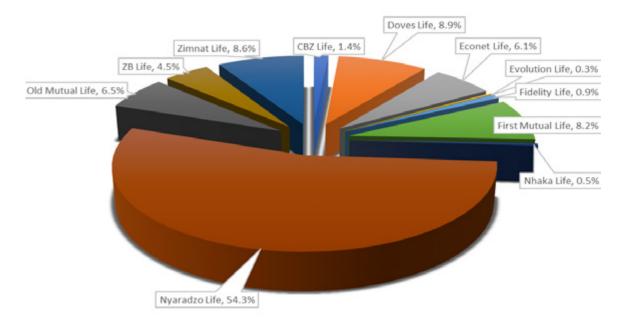
- 11.1 Of the ZW\$281 billion insurance revenue reported by direct life assurers during the period under review, only ZW\$5.4 billion was ceded to Reassurers, translating to a reassurance ratio of 2%.
- 11.2 Given that most of the life business being written by the industry is classified under PAA which is short term in nature, industry has capacity to retain the business rather than ceding to Reassurers.
- 11.3 For GLA products, the probability of someone dying over a one year period is minimal such that having a reassurance arrangement under such contracts may not make much business sense.
- 11.4 However, as a safety measure, reassurance plays a crucial role in absorbing the impact on the balance sheet when the frequency of claims is high, hence, the sector is encouraged to embrace reassuring as a risk management tool to safeguard their balance sheet and increase capacity.
- 11.5 In the interest of protecting policyholders, the Commission expects claims to be settled as they arise.

12 Market Share

12.1 Nyaradzo Life Assurance Company continued to dominate the sector with a market share of 54% in terms of insurance revenue as shown in the figure below:

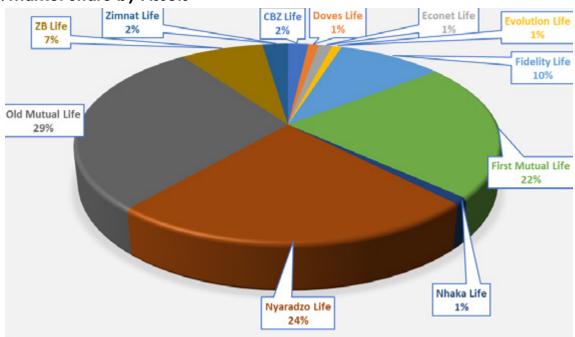
24

Figure 6: Market Share in Terms of Insurance Revenue



- 12.2 The market was dominated by companies whose primary line of business is funeral assurance. Under funeral business, life companies are mainly providing services though in some cases funeral cash is provided and that is one reason why funeral business remains strong.
- 12.3 The figure below shows the distribution of assets by entity.

Figure 7: Market Share by Assets





12.4 In terms of assets distribution, Old Mutual, Nyaradzo Life and First Mutual Life dominated the sector with their combined share reaching almost three quarters of total sector assets, with Old Mutual having a lead share of 29%.

13 Asset Quality

- 13.1 As at 30 September 2023, the life assurance sector reported total assets amounting to ZW\$2.7 trillion in nominal terms, representing an increase of 20% from ZW\$2.3 trillion reported as at 30 June 2023.
- 13.2 The nominal growth in the sector's assets was mainly driven by investment property revaluations in line with inflation.
- 13.3 The figure below shows the asset breakdown for the Life Assurance Sector as at 30 September 2023.

Money Market and Cash 4%

Bonds 0.07%

Investment Property 32%

Figure 8: Assets Breakdown as at 30 September 2023

13.4 Matching of assets and liabilities within the life assurance sector remains key and the industry is expected to hold assets that reflect their liabilities from time to time.

26



- 13.5 The nature of business dominating the life assurance sector calls for near cash resources which is one of the reasons why equities are the main investment class.
- 13.6 There are limited investment classes in the market as we compare with other jurisdictions where there is a variety of asset classes to choose from.

14 Earnings

- 14.1 The sector reported an insurance service result of ZW\$62.8 billion which indicates a positive result from servicing the insurance contracts issued. A positive insurance result is an indication that the life assurance sector made profit from their core business.
- 14.2 The profit before tax reported for the period under review was ZW\$963 billion, the major driver being Investment Income which amounted to ZW\$1.5 trillion. The investment income was mainly driven by fair value adjustments.
- 14.3 Life assurers reported much of their income from investments other than their core business of insurance with 79% of investment income being a result of fair value gains and net asset value movements within group companies.
- 14.4 The figure below illustrates the sources of income for the life sector.

Figure 9: Composition of Income for Life Companies





- 14.5 The current business model for the life sector is not sustainable since insurance revenue should be the major source of revenue for the sector.
- 14.6 The sector reported a claims ratio of 59% and an expense ratio of 17% for the period under review.
- 14.7 The resultant combined ratio reported as at 30 September 2023 was 76% compared to 79% reported during the same period in 2022.

15 Not Taken Up Policies

15.1 For the third quarter ended 30 September 2023, the Life Assurance Sector reported a total of 106,955 Not Taken Up (NTU) policies with an expected Insurance Revenue of ZW\$1.4 billion (See table below).

Table 6: Not Taken Up Policies

| Name of Company | Number of Policies | Insurance Revenue - ZW\$ Million |
|-------------------|--------------------|----------------------------------|
| Doves Life | 11,347 | 412.55 |
| Econet Life | 91,387 | 210.19 |
| Fidelity Life | 285 | 68.55 |
| First Mutual Life | 89 | 4.88 |
| Old Mutual Life | 516 | 3.51 |
| ZB Life | 2,019 | 126.90 |
| Zimnat Life | 1,312 | 599.02 |
| Total | 106,955 | 1,425.60 |



15.2 Econet Life has the highest number of NTUs as shown above. The frequency of NTUs indicates that policyholders might subscribe to products on offer without fully understanding how they can be of benefit to them before paying the initial premium to the Assurer.

16 Lapsable Policies

- 16.1 At the beginning of the third quarter of 2023, the sector had a total of 1.5 million lapsable policies of which 167,886 policies lapsed during the same period translating to a lapse ratio of 12%.
- 16.2 The lapse ratio increased from 11% recorded during the same period in 2022. Lapsing policies reflects unaffordability of the already existing policies which is not a desirable position.

The table below shows the lapse ratio per individual entity: -

Table 7: Lapse Ratios for the Third Quarter Ended 30 September 2023

| Name of Company | No. of Lapsable Policies at the Start of Q3 | Lapsed Policies (Individual Life) | Lapsed Policies (Group Business) | Lapse Ratio |
|--------------------|---|--------------------------------------|--|-------------|
| CBZ Life | 35,819 | 1,996 | - | 5.57% |
| Doves Life | 144,396 | 4,734 | 6,999 | 8.13% |
| Econet Life | 491,806 | 114,334 | - | 23.25% |
| Fidelity Life | 41,757 | 363 | - | 0.87% |
| First Mutual Life | 58,790 | 5,181 | - | 8.81% |
| Nhaka Life | 1,389 | 786 | - | 56.59% |
| Nyaradzo Life | 531,712 | 16,955 | 6,271 | 4.37% |
| Old Mutual Life | 73,008 | 5,637 | - | 7.72% |
| ZB Life | 24,857 | 1,573 | - | 6.33% |
| Zimnat Life | 52,765 | 3,057 | - | 5.79% |
| Total/ Average | 1,456,299 | 154,616 | 13,270 | 11.53% |



- 16.3 Nhaka Life and Econet life had lapse ratios of 57% and 23%, respectively, which are above the industry average lapse ratio of 11.53%.
- 16.4 The rising lapse ratios is a sign of economic hardships and shrinkage in disposable incomes which is negatively affecting the viability of the sector.
- 16.5 A number of factors also contribute to a high lapse ratio in the life sector, which include the lack of perceived value, competitive pricing, changing life circumstances and mis-selling of policies.

17 Capitalisation

- 17.1 As at 30 September 2023, all the 11 Life Assurers reported capital positions that were compliant with the statutorily applicable Minimum Capital Requirement of ZW\$75 million.
- 17.2 Under the ZICARP Framework, capital requirements are going to change and gazetting of the regulations is expected early 2024. To minimise the need for regular reviews of Absolute Minimum Capital Requirements (AMCR), the AMCR under the ZICARP framework are being indexed to the US\$.
- 17.3 The ZICARP Framework will be implemented on the backdrop of strengthening the solvency and resilience of the insurance industry.

18 Prescribed Assets

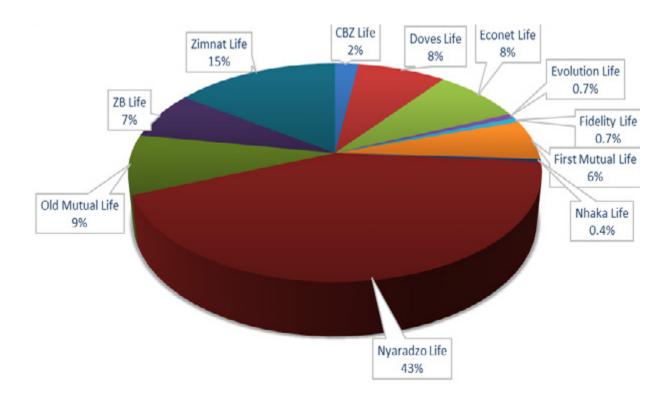
- 18.1 For the period under review, the total investments in prescribed assets by the Life Assurance sector amounted to ZW\$253 billion, translating to a sector compliance level of 9.33%.
- 18.2 Four out of the eleven life assurers were compliant with the minimum prescribed asset ratio of 15% of adjusted assets.
- 18.3 The Commission is constantly monitoring the uptake of already approved instruments through the submission of quarterly updates from the industry.



19 Foreign Currency Business

- 19.1 The Life Assurance sector received foreign currency revenue amounting to US\$32.1 million as at 30 September 2023.
- 19.2 Forex business was mainly driven by the uptake of US\$ products under Premium Allocation Approach contracts, which constituted 47% of the total revenue.
- 19.3 The breakdown of the foreign currency business written by the Life Assurance sector per company is shown in the figure below:-

Figure 10: Market Share by US\$ Insurance Revenue



- 19.4 Nyaradzo commanded 43% of the market share showing the predominance of funeral products relative to other life products offered in the market.
- 19.5 Uptake of the US\$ denominated products is a mirror image of what is happening in the economy where over 70% of the transactions are now in forex.





20 Nature of the Reassurance Business

20.1 All Life Reassurers were authorised to write both life and non-life business, the statistics presented in this section only pertain to their Life Assurance business, except for their capital positions, which comprise both life and non-life positions.

21 Performance in terms of Reassurance Revenue

- 21.1 As of 30 September 2023, Life Reassurers reported Insurance Revenue amounting to ZW\$8.6 billion, which translates to ZW\$7.2 billion inflation adjusted.
- 21.2 Most of the ZW\$ revenue reported was from contracts measured under the Premium Allocation Approach, a reflection of their source of business from life assurers.
- 21.3 The major driver of Reassurance business was Group Life Assurance business, which constituted 70% of their total revenue.

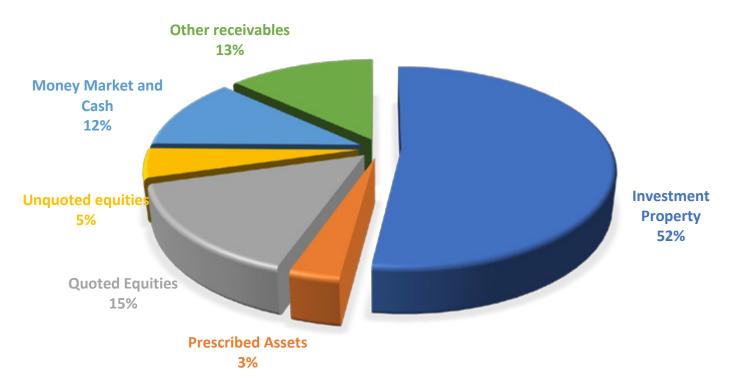


21.4 The Life Reassurance companies reported a positive insurance service result of ZW\$1.7 billion.

22 Asset Quality

- 22.1 Life Reassurers reported assets amounting to ZW\$41.4 billion as at 30 September 2023.
- 22.2 Of the total assets held by Reassurers, investment property was the major asset class constituting 52% of the sector assets. However, Emeritus Re was the only Reassurer which held investment property assets.
- 22.3 The figure below shows the spread of assets for the Life Reassurers:-

Figure 11: Life Reassurers' Total Assets



23 Earnings

23.1 The profit before tax reported for the period under review was ZW\$32 billion which was mainly generated from investment income. As reported earlier under direct life assurers, most of the income for Reassurers was also from investments other than the core business of insurance.



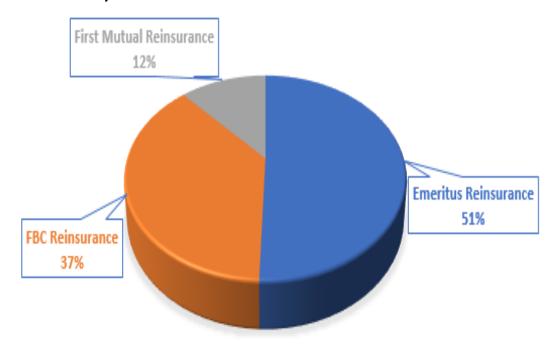
- 23.2 There is need for Reassurers to improve their underwriting performance of the insurance business.
- 23.3 The underwriting profit was mainly driven by low claims and expenses incurred during the period under review.
- 23.4 Reassurers' claims ratio was 35% whilst the expense ratio was 33% for the period under review resulting in a combined ratio of 68%.

24 Market Share

Market Share in Terms of Reassurance Revenue

- 24.1 Revenue for the Life Reassurance sector remained concentrated in Emeritus Re, contributing a market share of 51%, followed by FBC Re with 37% and First Mutual with only12%.
- 24.2 However, 67% of the insurance service result was from FBC Re while 93% of the incurred claims were from Emeritus Re.
- 24.3 All Reassurers recorded a positive insurance result as at 30 September 2023.
- 24.4 The breakdown of the market share of the reassurance sector in terms of reassurance revenue is shown in the figure below:-

Figure 12: Market Share by Reassurance Revenue

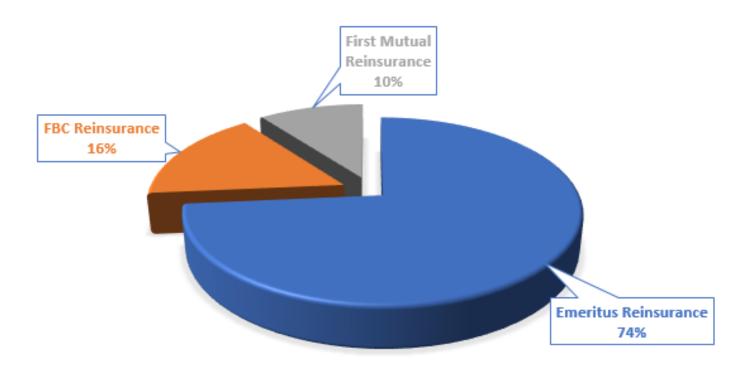




Market Share in Terms of Total Assets

- 24.5 Emeritus Re had the biggest share of assets (74%) in the reassurance sector followed by FBC Re with 16% while the remaining 10% was attributed to First Mutual Re.
- 24.6 The breakdown of market share by value of assets is shown in the figure below.

Figure 13: Market Share Distribution in Terms of Total Assets



25 Capitalisation

- 25.1 As at 30 September 2023, all three Composite Reassurers were compliant with the minimum capital requirement (MCR) of ZW\$112.5 million based on their unaudited returns (see Table 11 below).
- 25.2 The current approach to capitalisation is expected to change once ZICARP regulations are gazetted and such Reassurers are expected to prepare in line with the dry run results which were shared with the Commission previously.



26 Prescribed Assets

- 26.1 Total investments in prescribed assets by the Life Reassurance companies amounted to ZW\$1.3 billion, translating to an average compliance level of 3.25% across the sector which was below the minimum prescribed asset threshold of 15% of total assets.
- 26.2 Only FM Re met the minimum prescribed asset threshold, at 17.14%.
- 26.3 The low compliance level from the reassurance sector is worrying and the Commission will be taking regulatory action against the non-compliant entities given that the scope for PAs have been widened to allow the industry to come up with projects of developmental nature in line with NDS1.
- 26.4 The table below shows Prescribed Asset ratios for the Reassurance sector players.

Table 8: Prescribed Assets Ratios for Reassurance Players

| Name of Company | Prescribed Assets - ZW\$ Million | Total Assets - ZW\$ Million | Prescribed Asset Ratio |
|-----------------------------|--|--------------------------------|---------------------------|
| Emeritus Reinsurance | 617.01 | 30,460.75 | 2.03% |
| FBC Reinsurance | - | 6,707.83 | 0.00% |
| First Mutual Reinsurance | 727.09 | 4,242.57 | 17.14% |
| Total/ Average | 1,344.10 | 41,411.15 | 3.25% |

26.5 As the Ministry of Finance, Economic Development and Investment Promotion continues to support the industry through according PA status to a number of instruments in the market, industry is expected to consider these instruments in order for them to meet the minimum compliance ratios.

27 US\$ Business Revenue for Reassurers

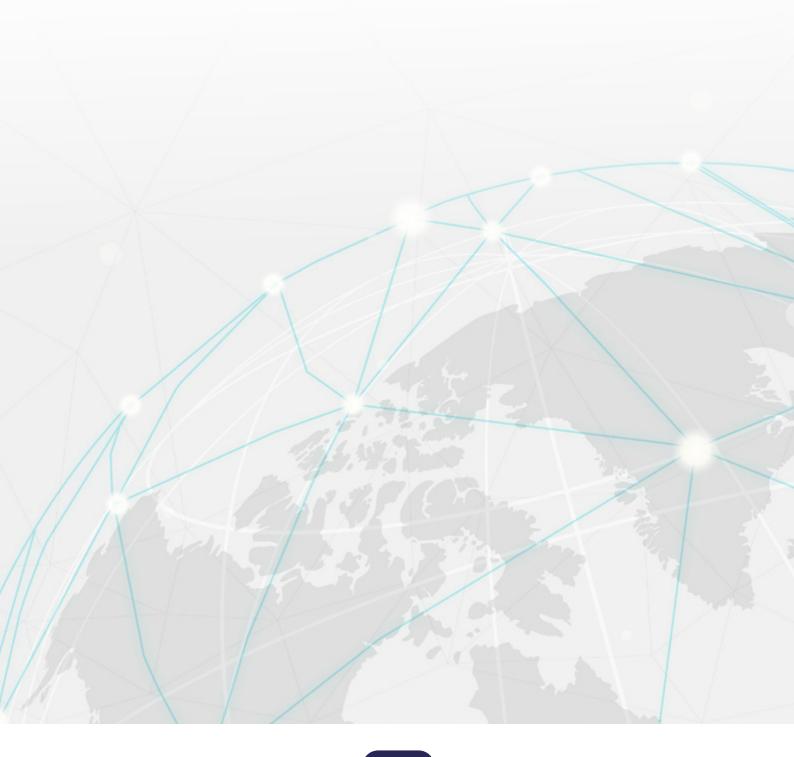
- 27.1 Life Reassurance companies reported foreign currency business amounting to US\$1.8 million for the period ended 30 September 2023.
- 27.2 Most the US\$ revenue reported was from contracts measured under the Premium

IPEC

36



- Allocation Approach.
- 27.3 The Life Reassurance companies reported Insurance Service Result of US\$522,000 implying that the business was profitable for the period under review.
- 27.4 The profit before tax reported for the period under review was U\$\$262,000, with the major expense driver being administrative expenses, constituting U\$\$301,000.







28 Complaints

- 28.1 During the nine months ended 30 September 2023, the Commission received 35 life assurance-related complaints, and out of these, thirty (30) were resolved while five (5) are still outstanding.
- 28.2 The major source of complaints was unsatisfactory service, which constituted 49% of the complaints, followed by non-payment of benefits at 23%

Table 10: Sources of Complaints

| Nature of complaints | # of complaints | % |
|-------------------------|-----------------|-----|
| Commission of Inquiry | 3 | 9% |
| Lack of information | 3 | 9% |
| Unsatisfactory service | 13 | 49% |
| Non-payment of benefits | 8 | 23% |
| Delay in payment | 1 | 3% |
| Low value | 3 | 9% |



28.3 In light of the above table, the industry is urged to pay benefits on time as well as ensure that policyholders understand contracts before they sign up to avoid complaints related to unsatisfactory service among others.

29 Breakdown of complaints by entity

29.1 The graph below shows the breakdown of complaints by entity.

Old ZB Life Nhaka Life Nyaradzo Universal **Doves Life** Zimnat **Fidelity** First **Econet** Life Life Life Mutual Mutual Life Life Life Number of Complaints

Figure 14: Breakdown of complaints by entity

29.2 In terms of breakdown of complaints by player, 56% of complaints were against 3 players which are Fidelity Life with 31%, Econet Life and ZB with 14% and 11% respectively. The remaining 42% were against the remaining 7 players.

30 Conclusion

- 30.1 The Commission requires that all entities under the Life Assurance Sector comply with all Regulatory requirements, Statutes, Directives, Guidelines, and Circulars on an ongoing basis. The need to comply with IFRS 17 reporting, risk-based capital regime and timeous filling of returns cannot be over-emphasized.
- 30.2 In order to adjust to the changing operating environment, the industry is also urged to be extremely innovative in coming with new products and business model realignment.





APPENDIX A1. STATEMENT OF COMPREHENSIVE INCOME FOR LIFE ASSURERS FOR THE NINE MONTHS ENDED 30 SEP 2023 - ZW\$ Million

| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|---|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|-------------|----------------|--------------|
| Insurance Revenue | 3,973 | 24,938 | 17,090 | 717 | 2,444 | 22,911 | 1,294 | 152,586 | 18,157 | 12,678 | 24,079 | 280,867 |
| Revenue from contracts measured under the PAA | 2,567 | 1 | 16,998 | 717 | 2,039 | 22,631 | 1,294 | 60,026 | 17,672 | 9,301 | 24,079 | 157,325 |
| Revenue from contracts measured under the GMM | 1,406 | 24,938 | 92 | - | 405 | - | - | 92,560 | 393 | 2,644 | - | 122,438 |
| Expected incurred claims | 1,412 | 15,363 | 11 | - | 236 | - | - | 5,849 | 74 | - 155 | - | 22,792 |
| Change in risk adjustment for non financial risk | 117 | 4,302 | 1 | - | 58 | - | - | - | 33 | 181 | - | 4,330 |
| CSM recognised in P&L for the services provided | - 125 | 5,148 | 80 | - | 106 | - | - | 86,711 | - | 143 | - | 92,063 |
| Insurance acquisition cashflows recovery | 1 | 125 | - | - | 5 | - | - | - | 286 | 2,836 | - | 3,253 |
| Revenue from contracts measured under the VFA | - | - | - | | - | 279 | - | - | 91 | 733 | - | 1,104 |
| Expected incurred claims | - | - | - | - | - | 33 | - | - | 3 | 16 | - | 52 |
| Change in risk adjustment for non financial risk | - | - | - | - | - | 1 | - | - | - 14 | 6 | - | - 6 |
| CSM recognised in P&L for the services provided | - | - | - | - | - | 167 | - | - | - | 213 | - | 380 |
| Insurance acquisition cashflows recovery | - | | - | - | - | 79 | - | - | 102 | 497 | - | 678 |
| Insurance service expenses from insurance contracts issued: | - 10,370 | 10,053 | - 16,191 | - 445 | - 4,951 | - 13,740 | - 836 | - 111,846 | - 27,494 | - 10,618 | - 7,110 | - 213,655 |



| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|--|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|------------|----------------|--------------|
| Incurred claims | - 2,387 | - 8,387 | - 15,598 | - 174 | - 855 | - 6,093 | - 691 | - 103,139 | - 22,660 | 1,060 | 4,852 | - 165,896 |
| Insurance contract expenses | - 6,544 | 1,621 | - 18 | - 268 | - 2,471 | - 5,204 | - 145 | - 10,843 | - 4,660 | - 5,683 | 2,258 | - 39,715 |
| Insurance contract acquisition cashflows | - 143 | 44 | 1 | - 4 | - 1,626 | - 2,444 | - | 2,136 | 1 | 3,333 | 1 | - 5,457 |
| Adjustments to liabilities for incurred claims | - 286 | 1 | - 575 | 1 | - | 1 | - | 1 | - 175 | ı | - | 1,036 |
| Losses (and reversal of losses) on onerous insurance contracts | - 1,009 | 1 | - | - | - | - | - | - | - | - 542 | - | - 1,551 |
| Insurance service result before reinsurance | - 6,397 | 14,886 | 899 | 272 | - 2,507 | 9,170 | 458 | 40,740 | - 9,337 | 2,061 | 16,969 | 67,212 |
| Allocation of reinsurance premiums (net of reinsurance commission) | - 850 | - | - 887 | - 146 | - 197 | - 240 | - 13 | - | - | - 581 | - 2,442 | - 5,356 |
| Amounts recoverable from reinsurers for incurred claims | 252 | - | - | - | - | 34 | 99 | - | - | - | 576 | 961 |
| Net income / (expense) from reinsurance contracts held | - 598 | - | - 887 | - 146 | - 197 | - 206 | 86 | - | - | 581 | - 1,866 | - 4,395 |
| Insurance service result | - 6,995 | 14,886 | 13 | 126 | - 2,704 | 8,964 | 544 | 40,740 | - 9,337 | 1,480 | 15,103 | 62,817 |
| Interest received | 67 | 1 | 325 | - | 54 | 808 | 9 | 3,377 | 820 | 446 | 2,235 | 8,144 |
| Qouted equities - fair value adjustments | 4,013 | 72 | 14,395 | - | - | 74,634 | 5 | - | 349,653 | 4,291 | 2,262 | 449,326 |
| Unqouted equities - fair value adjustments | - | - | 3,928 | - | 83,267 | 19,501 | - | 13,674 | 148,398 | 29,224 | 34,431 | 332,423 |
| NAV movements in group companies | - | - | - | - | - | 428,534 | - | - | 1 | - | - | 428,534 |
| Dividend income | 133 | - | 229 | - | 16 | 737 | - | 405 | 13,352 | 187 | 767 | 15,826 |



| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|---|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|------------|----------------|--------------|
| Rental income | 60 | - | 89 | - | 226 | - | - | 116 | 1,691 | 368 | - | 2,551 |
| Net foreign exchange income / (expense) | 2,372 | - | - | - | - | - | - 6,087 | 9,894 | - | 11,074 | 1,579 | 18,831 |
| Other Income | 25,569 | 19 | 241 | - | 138,600 | - 50,063 | 9,570 | 22,615 | - | 124,069 | 358 | 270,978 |
| Total Investment Income | 32,214 | 93 | 19,208 | - | 222,163 | 474,150 | 3,497 | 50,081 | 513,914 | 169,659 | 41,633 | 1,526,612 |
| Insurance finance income (expenses) for insurance contracts issued | - 340 | 1,104 | - 15 | - | - | - 357,775 | - | - | - | 31,261 | - | - 325,765 |
| Reinsurance finance income (expenses) for reinsurance contracts held | - | - | - | - | - | - | - 5 | - | - | - | - | - 5 |
| Net insurance financial result | - 340 | 1,104 | - 15 | | , | - 357,775 | - 5 | - | - | 31,261 | - | - 325,770 |
| Net investment result | 31,874 | 1,197 | 19,193 | | 222,163 | 116,375 | 3,492 | 50,081 | 513,914 | 200,920 | 41,633 | 1,200,842 |
| Administrative Expenses(indirectly linked to insurance service provision) | - | 13,147 | - 2,738 | - | - 4,168 | - 10,366 | - 2,902 | - 55,232 | - | 2,290 | - 13,313 | - 104,156 |
| Fair value adjustments (negative) | - | - | - | - | - | - | - | - | - | - | - | - |
| Other Expenses | - 669 | - | 4,425 | - 234 | - 198,840 | - 474 | - | - | - 504 | - | 0 | - 196,295 |
| Total for other Expenditure | - 669 | 13,147 | 1,687 | - 234 | - 203,008 | - 10,840 | - 2,902 | - 55,232 | - 504 | - 2,290 | - 13,313 | - 300,452 |
| Profit (Loss) before tax | 24,210 | 2,935 | 20,893 | - 108 | 16,450 | 114,499 | 1,133 | 35,589 | 504,074 | 200,110 | 43,423 | 963,208 |
| Taxation | - 17 | - | 7 | - | - 41 | - | - | - | - | 9,622 | - 175 | 9,863 |
| Profit (Loss) after tax | 24,193 | 2,935 | 20,886 | - 108 | 16,409 | 114,499 | 1,133 | 35,589 | 504,074 | 190,487 | 43,247 | 953,345 |
| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
| Other Comprehensive Income for the year | - | - | | - | | - | - | - | - | - | - | - |
| Total Comprehensive Profit/(Loss) Attributable to Shareholders | 24,193 | 2,935 | 20,886 | - 108 | 16,409 | 114,499 | 1,133 | 35,589 | 504,074 | 190,487 | 43,247 | 953,345 |



APPENDIX A2. STATEMENT OF FINANCIAL POSITION FOR LIFE ASSURERS AS AT 30 SEP 2023 - ZW\$ Million

| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|---|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|---------|----------------|---------|
| Assets | | | | | | | | | | | | |
| Non-Current Assets | | | | | | | | | | | | |
| Intangible Assets | - | - | - | - | 68 | 1 | 273 | - | - | 225 | 25 | 592 |
| Property, Plant and Equipment | 7,118 | 645 | 2,536 | 15 | 202 | 164 | 717 | 533,204 | 12,133 | 1,460 | 176 | 558,369 |
| Investment Property | 29,745 | 12,125 | 2,256 | 1,387 | 87,450 | - | 4,893 | 1,743 | 212,353 | 22,592 | 1,223 | 375,767 |
| Investments: Quoted equities | 5,420 | 1,269 | 15,135 | 33 | 6,609 | 40,053 | 45 | 3,456 | 367,788 | 6,819 | 3,466 | 450,092 |
| Unquoted equities | 2,684 | - | 4,460 | 22,016 | 156,909 | 537,872 | - | 1,795 | 151,909 | 34,336 | 43,771 | 955,751 |
| Bonds | - | - | - | - | 338 | 265 | - | - | 908 | 12,380 | 470 | 14,361 |
| Deferred tax asset | - | - | - | 7 | - | - | 0 | - | - | - | - | 7 |
| Deferred acquisition costs Assets (excluding Asset for Insurance Acquisition Cash Flows, but including any DAC previously used to spread acquisition costs) | - | - | - | - | - | - | - | - | - | - | - | - |



| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|----------------------------------|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|---------|----------------|-----------|
| Insurance Contract Assets | - | - | - | - | - | - | - | - | - | - | - | - |
| Reinsurance Contract Held Assets | - | - | 3 | - | - | - | - | - | 401 | | - | 404 |
| Other Non-Current Assets | - | - | 3,642 | - | - | 501 | 20,366 | - | - | 123,634 | 534 | 148,676 |
| Total | 44,966 | 14,039 | 28,031 | 23,458 | 251,575 | 578,855 | 26,294 | 540,198 | 745,492 | 201,446 | 49,665 | 2,504,019 |
| | | | | | | | | | | | | - |
| Current Assets | | | | | | | | | | | | - |
| Insurance Contract Assets | 92 | 42 | 767 | - | 870 | 4,153 | - | - | - | - | - | 5,925 |
| Reinsurance Contract Held Assets | - | - | - | - | 124 | 94 | - | - | - | - | 56 | 274 |
| Money market investments | 2,540 | 1,639 | 841 | - | - | 9,925 | - | 1,087 | 9,749 | 1,264 | 1,629 | 28,675 |
| Other Short Term Investments | - | 1 | - | 0 | - | 437 | 7 | - | - | - | 62 | 507 |
| Other receivables | 869 | 4,014 | 160 | - | 4,120 | 2,345 | 714 | 28,038 | - | 433 | 7,250 | 47,943 |
| Cash and Bank Balances | 2,260 | 4,488 | 1,558 | 23 | 1,629 | 6,824 | 5 | 33,845 | 24,071 | 622 | 3,739 | 79,064 |
| Other Current Assets | 47 | 1,441 | 1,583 | 15 | 905 | 85 | 417 | 40,193 | 298 | - | 861 | 45,845 |
| Total | 5,809 | 11,625 | 4,909 | 39 | 7,648 | 23,864 | 1,143 | 103,163 | 34,118 | 2,319 | 13,597 | 208,233 |
| | | | | | | | | | | | | - |
| Total Assets | 50,775 | 25,664 | 32,940 | 23,497 | 259,223 | 602,719 | 27,436 | 643,360 | 779,610 | 203,765 | 63,262 | 2,712,252 |



| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|---|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|-------------|----------------|-----------|
| | | | | | | | | | | | | |
| Liabilities and Equity | | | | | | | | | | | | |
| Liabilities | | | | | | | | | | | | |
| Insurance Contract Liabilities: | 7,404 | 6,519 | 1,126 | 79 | 110,099 | 421,920 | • | 460,773 | 72,121 | - 14,662 | • | 1,065,379 |
| Best Estimate Liability (BEL) | 5,375 | 18,926 | 1,117 | 72 | 109,829 | 407,067 | - | 460,773 | 71,621 | 323 | - | 1,036,605 |
| Risk Adjustment (RA) | 190 | 9,860 | 8 | 7 | 152 | 512 | - | - | 498 | 14,339 | - | 3,110 |
| Contractual Service Margin (CSM) | 1,839 | 15,584 | - | - | 118 | 14,341 | - | - | 1 | - | - | 31,883 |
| Reinsurance Contract Held Liabilities: | - | - | - | | - | - | - | - | - 443 | 82 | - | - 361 |
| Best Estimate Liability (BEL) | - | - | - | - | - | - | - | - | - 440 | 82 | - | - 357 |
| Risk Adjustment (RA) | - | - | - | - | - | - | - | - | - 3 | - | - | 3 |
| Contractual Service Margin (CSM) | - | - | - | - | - | - | - | - | - | - | - | - |
| Long Term Loans | - | 20 | - | - | - | 995 | 49 | - | - | - | 1,743 | 2,806 |
| Provision for investment contract liabilities | - | - | 81 | - | 131,592 | 26,205 | 19,516 | - | - | - | 1,033 | 178,426 |
| Payables Arising from Retrocession Arrangements | - | - | - | - | - | - | - | - | - | - | - | - |
| Deferred Tax liability | - | 35 | - | - | - | 3,977 | - | 19,453 | - | 11,349 | 388 | 35,202 |
| Other Liabilities | 5,519 | 77 | 5,125 | 291 | 842 | 14,990 | 2,508 | - | 38,773 | 5,617 | 9,980 | 83,721 |



| | CBZ Life | Doves Life | Econet Life | Evolution Life | Fidelity Life | First Mutual Life | Nhaka Life | Nyaradzo Life | Old Mutual Life | ZB Life | Zimnat Life | Total |
|------------------------------------|----------|---------------|----------------|-------------------|------------------|----------------------|---------------|------------------|--------------------|---------|----------------|-----------|
| Total Liabilities | 12,923 | 6,650 | 6,332 | 370 | 242,533 | 468,087 | 22,072 | 480,227 | 110,451 | 2,386 | 13,144 | 1,365,174 |
| | | | | | | | | | | | | |
| Share Capital and Reserves | | | | | | | | | | | | |
| Share Capital | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Share Premium | 1,555 | - | 6 | 2 | 1 | 651 | 35 | - | 30 | 4 | 0 | 2,285 |
| Insurance finance reserve | - | - | - | - | - | 2 | - | - | - | - | - | 2 |
| Investment Reserve | - | - | - | - | - | - | - | - | - | 9 | - | 9 |
| Revaluation Reserve | 7,004 | 4 | 2,353 | 78 | 622 | - | - | 120,566 | - | 1,640 | 0 | 132,267 |
| Non Distributable Reserve | - | - | - | 42 | - | - 674 | 50 | 4 | 35 | 28 | 2 | - 512 |
| Retained Earnings Prior Years | 2,472 | 16,074 | 3,363 | 23,112 | - 470 | 20,154 | 4,146 | - 25,036 | 65,314 | 9,211 | 6,868 | 125,207 |
| Retained Earnings - Current Period | 24,193 | 2,935 | 20,886 | - 108 | 16,409 | 114,499 | 1,133 | 35,589 | 504,074 | 190,487 | 43,247 | 953,345 |
| Minority Interest | - | - | - | - | - | - | - | - | - | - | - | - |
| Other | 2,628 | - | - | - | 128 | - | - | 32,010 | 99,706 | - | - | 134,472 |
| Shareholders' Equity | 37,852 | 19,014 | 26,608 | 23,128 | 16,690 | 134,632 | 5,364 | 163,134 | 669,159 | 201,380 | 50,119 | 1,347,079 |
| | | | | | | | | | | | | |
| Total Equity and Liabilities | 50,775 | 25,664 | 32,940 | 23,497 | 259,223 | 602,719 | 27,436 | 643,360 | 779,610 | 203,765 | 63,262 | 2,712,252 |



APPENDIX A3. STATEMENT OF COMPREHENSIVE INCOME FOR LIFE REASSURERS FOR THE NINE MONTHS ENDED 30 SEP 2023 - ZW\$ Million

| | Emeritus Reinsurance | FBC Reinsurance | First Mutual Reinsurance | Total |
|--|-------------------------|-----------------|-----------------------------|------------|
| Net Written Premium | - | - | - | - |
| Insurance Revenue | 4,325.89 | 3,210.86 | 1,013.57 | 8,550.33 |
| Revenue from contracts measured under the PAA | 4,325.89 | 3,132.61 | 1,013.57 | 8,472.07 |
| Revenue from contracts measured under the GMM | • | - | • | - |
| Expected incurred claims | - | - | - | - |
| Change in risk adjustment for non financial risk | - | - | - | - |
| CSM recognised in P&L for the services provided | - | - | - | - |
| Insurance acquisition cashflows recovery | - | - | - | - |
| Revenue from contracts measured under the VFA | • | 78.26 | - | 78.26 |
| Expected incurred claims | - | - | - | - |
| Change in risk adjustment for non financial risk | - | - | - | - |
| CSM recognised in P&L for the services provided | - | - | - | - |
| Insurance acquisition cashflows recovery | - | 78.26 | - | 78.26 |
| Insurance service expenses from insurance contracts issued: | - 3,689.89 | - 1,580.06 | - 527.86 | - 5,797.80 |
| Incurred claims | - 2,721.09 | - | - 203.58 | - 2,924.67 |
| Insurance contract expenses | - 968.80 | - 1,091.57 | - | - 2,060.37 |
| Insurance contract acquisition cashflows | - | - 488.49 | - 273.31 | - 761.80 |
| Adjustments to liabilities for incurred claims | - | - | - 50.97 | - 50.97 |
| Losses (and reversal of losses) on onerous insurance contracts | - | - | - | - |
| Insurance service result before reinsurance | 636.01 | 1,630.81 | 485.71 | 2,752.53 |



| | Emeritus Reinsurance | FBC Reinsurance | First Mutual Reinsurance | Total |
|---|-------------------------|-----------------|-----------------------------|------------|
| Allocation of reinsurance premiums (net of reinsurance commission) | - 538.62 | - 608.70 | - 47.96 | - 1,195.28 |
| Amounts recoverable from reinsurers for incurred claims | 21.48 | 104.76 | 4.80 | 131.03 |
| Net income / (expense) from reinsurance contracts held | - 517.14 | - 503.95 | - 43.16 | - 1,064.25 |
| Insurance service result | 118.87 | 1,126.86 | 442.55 | 1,688.28 |
| Interest received | - 9.71 | - | 9.58 | - 0.13 |
| Qouted equities - fair value adjustments | 2,591.58 | 529.34 | 2,882.24 | 6,003.16 |
| Unqouted equities - fair value adjustments | - | - | - | - |
| NAV movements in group companies | - | - | - | - |
| Dividend income | 0.14 | 219.40 | 27.43 | 246.98 |
| Rental income | 701.92 | - | - | 701.92 |
| Net foreign exchange income / (expense) | 4,014.18 | 740.46 | 363.47 | 5,118.11 |
| Other Income | 18,994.86 | - | - | 18,994.86 |
| Total Investment Income | 26,292.98 | 1,489.19 | 3,282.72 | 31,064.89 |
| Insurance finance income (expenses) for insurance contracts issued | - | - | - | - |
| Reinsurance finance income (expenses) for reinsurance contracts held | - | - | - | - |
| Net insurance financial result | - | - | - | • |
| Net investment result | 26,292.98 | 1,489.19 | 3,282.72 | 31,064.89 |
| Administrative Expenses(indirectly linked to insurance service provision) | - 576.49 | - 177.40 | - 62.45 | - 816.34 |
| Fair value adjustments (negative) | - | - | - | - |
| Other Expenses | 37.06 | - | - | 37.06 |
| Total for other Expenditure | - 539.42 | - 177.40 | - 62.45 | - 779.27 |
| Profit (Loss) before tax | 25,872.43 | 2,438.65 | 3,662.82 | 31,973.89 |
| | Emeritus | | First Mutual | |
| | Reinsurance | FBC Reinsurance | Reinsurance | Total |
| Taxation | 0.14 | - 602.83 | - | - 602.69 |
| Profit (Loss) after tax | 25,872.57 | 1,835.81 | 3,662.82 | 31,371.20 |
| Other Comprehensive Income for the year | - | - | - | - |
| Total Comprehensive Profit/(Loss) Attributable to Shareholders | 25,872.57 | 1,835.81 | 3,662.82 | 31,371.20 |



APPENDIX A4. STATEMENT OF FINANCIAL POSITION FOR LIFE REASSURERS AS AT 30 SEP 2023 - ZW\$ Million

| | Emeritus Reinsurance | FBC Reinsurance | First Mutual Reinsurance | Total |
|---|-------------------------|-----------------|-----------------------------|-----------|
| Assets | | | | |
| Non-Current Assets | | | | |
| Intangible Assets | - | - | - | - |
| Property, Plant and Equipment | 0.13 | - | 0.82 | 0.94 |
| Investment Property | 21,584.23 | - | - | 21,584.23 |
| Investments: Quoted equities | - | 678.32 | 3,200.16 | 3,878.49 |
| Unquoted equities | - | 1,957.49 | - | 1,957.49 |
| Bonds | - | - | 67.37 | 67.37 |
| Deferred tax asset | 0.16 | - | - | 0.16 |
| Deferred acquisition costs Assets (excluding Asset for Insurance Acquisition Cash Flows, but including any DAC previously used to spread acquisition costs) | - | - | - | - |
| Insurance Contract Assets | - | - | - | - |
| Reinsurance Contract Held Assets | 87.88 | - | - | 87.88 |
| Other Non-Current Assets | - | - | - | - |
| Total | 21,672.39 | 2,635.81 | 3,268.35 | 27,576.55 |
| Current Assets | | | | - |
| Insurance Contract Assets | - | - | 62.51 | 62.51 |
| Reinsurance Contract Held Assets | - | - | - | - |
| Money market investments | 15.00 | - | 476.02 | 491.02 |
| Other Short Term Investments | 3,122.14 | - | - | 3,122.14 |



| | Emeritus Reinsurance | FBC Reinsurance | First Mutual Reinsurance | Total |
|---|-------------------------|-----------------|-----------------------------|-----------|
| Other receivables | 4,911.85 | - | 208.75 | 5,120.60 |
| Cash and Bank Balances | 122.36 | 3,932.50 | 226.94 | 4,281.81 |
| Other Current Assets | 617.01 | 139.51 | - | 756.53 |
| Total | 8,788.36 | 4,072.02 | 974.22 | 13,834.60 |
| | | | | - |
| Total Assets | 30,460.75 | 6,707.83 | 4,242.57 | 41,411.15 |
| Liabilities and Equity | | | | |
| Liabilities | | | | |
| Insurance Contract Liabilities: | 412.29 | - | 72.32 | 484.61 |
| Best Estimate Liability (BEL) | 412.29 | - | 62.48 | 474.78 |
| Risk Adjustment (RA) | - | - | 9.84 | 9.84 |
| Contractual Service Margin (CSM) | - | - | - | - |
| Reinsurance Contract Held Liabilities: | | 144.29 | 31.43 | 175.72 |
| Best Estimate Liability (BEL) | - | 144.29 | 31.43 | 175.72 |
| Risk Adjustment (RA) | - | - | - | - |
| Contractual Service Margin (CSM) | - | - | - | - |
| Long Term Loans | - | - | - | - |
| Provision for investment contract liabilities | - | - | - | - |
| Payables Arising from Retrocession Arrangements | 306.00 | - | - | 306.00 |
| Deferred Tax liability | - | - | - | - |
| Other Liabilities | 706.99 | 602.83 | 54.45 | 1,364.28 |



| | Emeritus Reinsurance | FBC Reinsurance | First Mutual Reinsurance | Total |
|------------------------------------|-------------------------|-----------------|-----------------------------|-----------|
| Total Liabilities | 1,425.29 | 747.12 | 158.20 | 2,330.61 |
| | | | | |
| Share Capital and Reserves | | | | |
| Share Capital | 0.49 | - | 0.00 | 0.49 |
| Share Premium | 6.28 | - | 2.29 | 8.57 |
| Insurance finance reserve | - | - | - | - |
| Investment Reserve | - | - | - | - |
| Revaluation Reserve | - | - | - | - |
| Non Distributable Reserve | - | 4,446.98 | 42.15 | 4,404.83 |
| Retained Earnings Prior Years | 3,156.13 | 322.08 | 461.40 | 3,295.45 |
| Retained Earnings - Current Period | 25,872.57 | 1,835.81 | 3,662.82 | 31,371.20 |
| Minority Interest | - | - | - | - |
| Other | - | _ | _ | - |
| Shareholders' Equity | 29,035.46 | 5,960.71 | 4,084.37 | 39,080.53 |
| Total Equity and Liabilities | 30,460.75 | 6,707.83 | 4,242.57 | 41,411.15 |



Life Assurance Sector Report

For The Nine Months Ended 30 September 2023

